of the local telephone exchange authorities and other cognate matter being replies to quickly, has *been*
made; if so, to what extent;

(b) whether it has become the established practice with some of the Area Managers' Cilices particularly with the AM(S) not to reply to even registered communications addressed to thern by subscribers' and whether the Divisional Engineers under him also followed the game; and

(c) if so, what action Government propose to take to make this institution more servfce-orlente'd?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) No such formal assessment has been made about the working of the Area Managers. However, Deputy General Manager (Public Relations) has been asked to monitor the functioning of" %ʳarious public grievance cells of Area Managers offices with a view to further improve their functioning.

(b) No, Sir.

(c) Does not arise in view of the above. However, in addition to the Public Grievance Cells and Customer Service Centres already functioning at the office of the Area Manager, public counters have been shifted on ground floors in South area so that the complaints are attended ;ii a single point there itself.

Defective functioning of telephones in U.P.

2185. DR. MOHD. HASHIM KIDWAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware *f the defective functioning of tele-phones in a large number of places *m* Uttar Pradesh;

(b)' whether the telephone exchanges fn that Stair© maintain any daily record to the defective functioning of telephones;

(c) if so, what is the number of such complaints during each of the last two years; and

(d) if the answer to (b) above be in the-negative, whether Government will issue instructions to Telephone exchanges to maintain such records?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) Yes Sir; Functioning of telephones in Uttar Pradesh is monitored daily, weekly and monthly basis at different levels of the department.

(b). Yes, Sir. For large telephone system^, standard complaintg dockets for each complaint is prepared and for smaller exchanges complaints are recorded in registers.

(c) The total number of complainte received during the last two years i.e. 1983-84 and 1984-85 are 6.7S and 7.01 lakhs respectively which means 1.7 and 1-6 complaints per 100 telephones per clay are booked.

id) Question does not arise in view of reply as at (c) above.

Effect of import policy on indigenous machine building industry

2186. SHRI KRISHNA KUMAR BIRLA; Will the Minister of INDUSTRY AND COMPANY AFFAIRS be pleased to *tate:

(a) whether Government have made any exercise to know how far the' new import policy v.ith regard to high-technology machinery under GGL on a large scale will affect the growth of the indigenouft machine building industry and discourage the
J prospective entrepreneurs against modernisation; and

(b) if so, what are the detail* there of and the steps contemplated by the Government in this regard?